TALE LITE

Hard work and dedication see us through CDL crunch

Meeting the CDL challenge

Thanks to the hard work of Motor Vehicle Services employees, the division was able to handle the last minute surge of more than 30,000 commercial drivers trying to beat the April 1 commercial licensing deadline.

MVS employees were able to rise to the occasion, processing between 4,000 and 5,000 commercial driver license (CDL) permits each week in March, said MVS Director Skip Lee.

"To put it into perspective, we sold as many permits in one week in March as we did for the entire month of December," Lee said.

The CDL surge peaked on March 30, when the division sold more than 1900 permits in one day.

"Without the employees, it would never have run as smoothly," Lee said. "It was your hard work and dedication that got us through the crunch.

"This is what customer service is all about," he added. "You met the challenge and worked under some extraordinary circumstances. I'd like to personally thank every one at the regional centers, the agencies and the road test sites, for being there on the front lines."

And, behind the scenes, many MVS employees, like the people in Nancy Ryan's correspondence unit, were also working to ensure that accurate information was getting out to commercial drivers.

"The Correspondence Center and the Agency Helpline helped field phone calls from drivers with CDL problems and answered many, many written inquiries as well," Lee said. "They also helped to ease the confusion many of these drivers were experiencing and worked to resolve any questions these drivers had about the commercial licensing process. They were vital members of the CDL team and, like all MVS employees, should be proud of how they handled the surge."

Fred Hoffman, acting assistant director, explained that the division took a number of steps to ease the last minute rush.

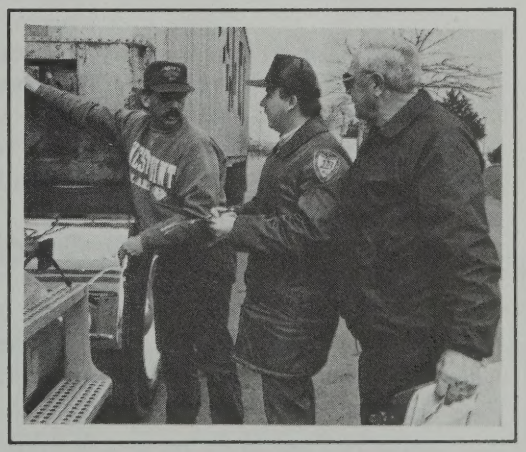
For instance, the division opened its three regional service centers and the Quakerbridge and North Plainfield facilities on Saturday mornings to help drivers purchase permits and take their written exams, he said. The remaining CDL testing sites continued their Saturday hours, as well.

The division also opened two new CDL road test sites, at the Meadowlands in Bergen County, and at the Atlantic City Racetrack in Atlantic County, and also expanded operating hours to include Saturdays.

In addition, the Wayne Regional Service Center, which was hit hardest by the CDL crunch and had recurring parking problems, expanded its parking lot to include 85 additional spots for employees.

The extra spaces are being leased from Coldwell Banker Schlott Realty Company and are located adjacent to the regional

(Continued on page 2)



Supervisor Armand DiVitantonio (right) and Safety Specialist 1 Louis Visotcky watch a truck driver go through the check points in his commercial driver license test at the Meadowlands CDL Testing Site in the parking lot of the Sports Complex. CDL testing began here March 30 and in the parking lot of the Atlantic City Racetrack on April 6, and is expected to continue at both sites through May.

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In this Issue

- CDL Deadline Arrives
- Bridgeton Agency Opens
- TAG Well Received
- Reflectorized Plates Unveiled
- Profile on Bill Nichols

Motor Vehicle Services

New program hits the streets in New Jersey

State Police are among the first to receive new reflectorized plates

One of Motor Vehicle Services brightest new programs is its reflectorized plate initiative.

A limited distribution of the license plates began in March, three months earlier than expected, thanks to the efforts of DEPTCOR and the 3M Corporation. Meanwhile, a plate inventory is being built so the general public can have the plates this summer.

Already, the plates have been distributed to the State Police and made available to non-profit service groups applying for the new plates under the special organization license plate program. These groups include the Vietnam Veterans of America, Seton Hall University, Rutgers University and the Telephone Pioneers of America. Approximately 12,000 plates have been issued as of mid-April.

By summer the plates will be in all motor vehicle agencies for new and used car purchases. "Between now and July 1, we'll work toward building up the reflectorized plate stock," Rudy Torlini, Assistant Director of Information and Systems Management said.

"Under this initiative, we hope to accelerate the general recall program called for under the reflectorized license plate law, " he added, explaining that the law requires a feasibility review for a general recall of the outdated style plates after four years of implementing the reflectorized plate program.

"I'm pleased to see that our law enforcement officers are among those leading the phase-in of the plates," Director Skip Lee said.

A minimal cost for the production of the new plates is included in motorists' annual registration renewals.

The division signed a five-year, $10.3 million contract with the 3M Corporation in January for the reflective sheeting used to make the new plates, which are produced at the Bayside State Prison in Leesburg.

The new plates are goldfinch yellow across the top, fading to pale yellow. The lettering, which is black, reads "New Jersey" across the top of the plate and "Garden State" across the bottom.

With the reflective material, the plates are brighter and easier for police officers to see at night and in inclement weather. The plates also make parked and disabled vehicles more visible to oncoming traffic.

"There is no doubt that these plates will aid in the law enforcement community and make New Jersey's roadways safer for everyone," Colonel Justin J. Dintino, superintendent of the State Police, said.

Hard work and dedication see us through CDL crunch *(continued from page 1)*

service center.

"The combination of hard work, dedication and planning helped us to get through what could have been a very difficult time for the division," Lee said. "Every MVS employee should be proud of their contribution to the CDL success story.

"It's very gratifying for me to see that because of the employees' efforts, we're being recognized outside of New Jersey," Lee said. The New York Newsday further highlights the excellent efforts of our employees during the CDL crunch, particularly with MVS state-of-the-art approach to CDL processing. In Bob Wiemer's April 6, 1992 editorial, he says, "Lee's division was able to handle as many as 2,000 applicants a day by getting rid of the traditional pencil-and-paper test still being used in New York. Truckers took the test on a computer. The computer then graded the answers and printed out licenses. . ."

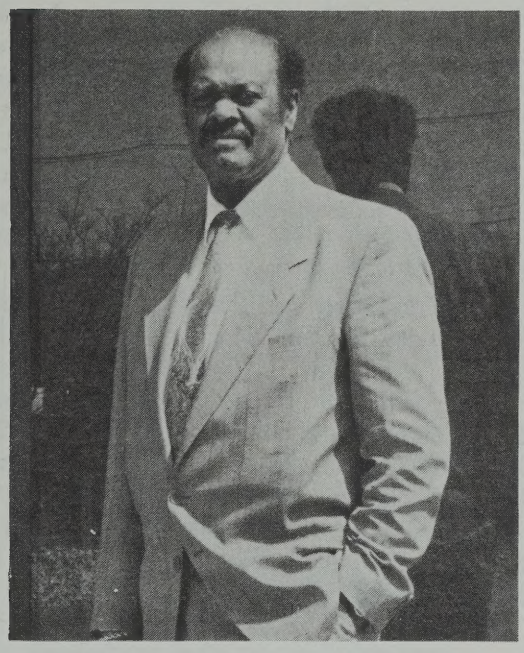
"By continuing to offer this high level of service, we can rank among the most successful customer service-oriented businesses in the nation, " Lee concluded.

PROFILE

Bill Nichols

Job description: As Site Manager of the Wayne Regional Service Center, he oversees the operation of the motor vehicle agency, the driver testing area, scheduled and walk-in driver conferences and fee collections.

Why he likes his job: "This is where the action is. There's always something going on. I'm in the middle of the most dynamic and busiest of the three regional centers. In March alone, the center handled in excess of 48,000 customers and collected more than $1.8 million from a total of 41,000 fee-collection transactions."



Job history: He joined MVS in June 1987 as a senior driver improvement analyst at 25 South Montgomery Street, and was soon transferred to the Deptford Regional Service Center. Sent to the Wayne center in April 1990 as a driver improvement analyst 1, he became the site manager in July 1990.

Life before MVS: He came to the division from H&R Block, where he was office manager in North Brunswick. Before that, he was the regional director of investigation for the New York office of the U.S. Customs Service.

Education: He received his B.S. degree from Charter Oak College, Hartford, CT, and holds a Masters of Business Administration degree from Pace University, New York City.

Family life: He and his wife, Christine, residents of Manalapan, have a son and three daughters.

MVS TALK

Easter was brighter in the Trenton Area Soup Kitchen, thanks to a $75 donation presented by employees who work on the fifth floor of 137 East State Street. The holiday collection was raised from the **Transaction Auditing, Magistrate Fines** and **Service of Processing Units**, according to **Linda Dubrow**, supervisor 4 in Transaction Auditing.

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Stephanie L. Meredith, daughter of Head Data Machine Operator **Lynda Meredith** of the Data Entry Unit, has been accepted at Seton Hall where she plans to study law this fall. Stephanie is president of the Honor Society at Burlington City High School.

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Flo Lerit, support services representative 1 in Special Services, and her family thank everyone for the cards, plants, flowers, gifts, phone calls, and thoughts during her hospital stay and recuperation at home.

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If you're in the mood for a Broadway play, **Tamika Jones**, record technician 3 in Driver Control at the Wayne Regional Service Center, recommends "Tell It Like It Is" at the Beacon Theatre. She attended with a friend, Eddie Swepson, and reports that the entertaining comedy has its share of laughs.

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It's off to Disney World in Kissimmee, FL, May 21 to 26 for **Glen Cucinotta**, support services representative 1 in Transaction Auditing, his wife **Donna**, record technician 2 in Surcharge, and their three children.

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The New Jersey Law and Public Safety Credit Union will incorporate the use of CN169 on all future correspondence, along with the regular address. Please send all correspondence to:

NJL&PS Credit Union
25 South Montgomery Street
CN169
1st Floor,
Trenton, NJ, 08666-0169

Bridgeton Motor Vehicle Agency opens

With the May 5th opening of the Bridgeton Motor Vehicle Agency, the division is prepared to better serve the needs of our customers in the Cumberland County area.

Located on the second floor of 23 Laurel Place, the new facility is made possible through the cooperative effort of the division and the city of Bridgeton. It replaced the agency that was closed in December 1990.

The 2,700-square-foot office is being provided rent free by the Bridgeton Zone Development Corporation, a quasi-public agency spearheading the redevelopment of downtown Bridgeton.

Bridgeton Mayor Rainear said the agency's opening is a critical move in the plans to develop a thriving retail base in the city.

The facility will be run by a private agent and staffed by eight full-time employees. Motorists will be able to conduct all license, registration and title transactions.

The division also has installed automated driver testing terminals so motorists can conveniently take their written exams in the same place they're issued permits and licenses.

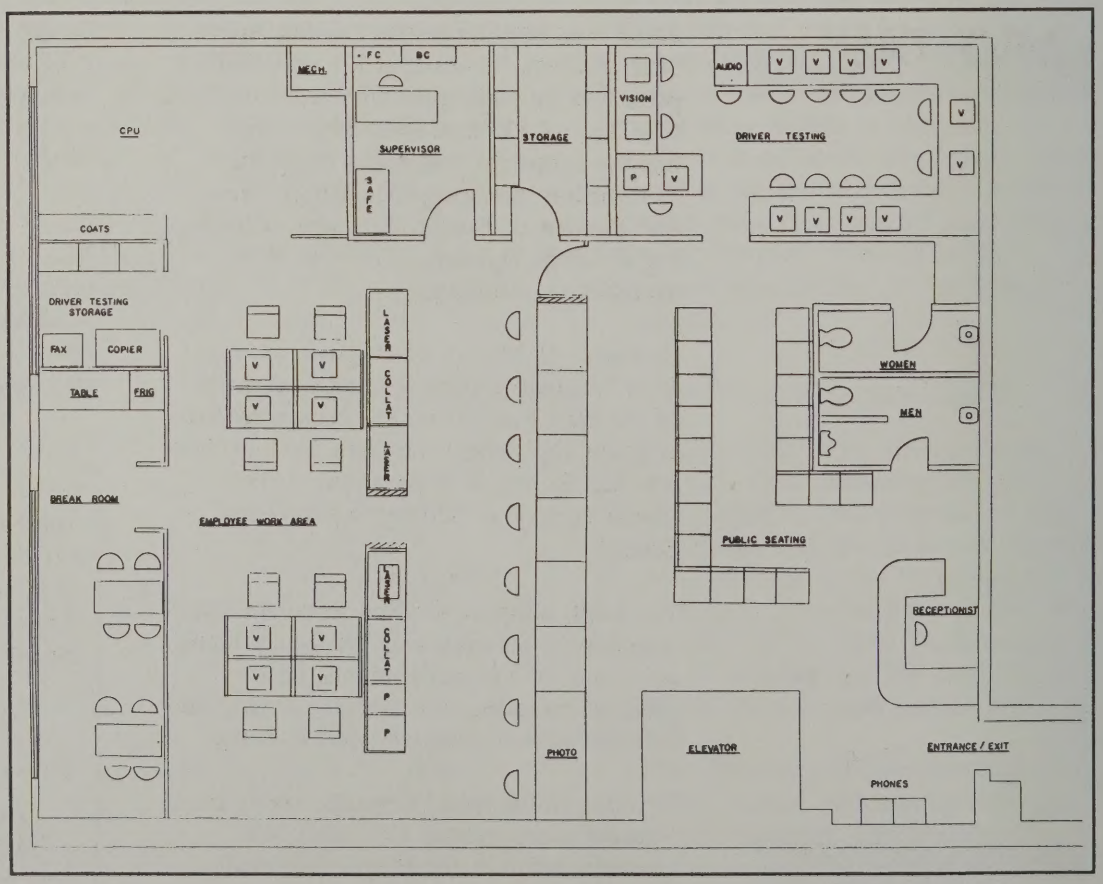
The new facility is expected to serve between 95,000 and 100,000 customers per year in a 10,000-square-foot area on the second floor of the Victorian structure where 20-foot ceilings and rich mahogany woodwork make for a pleasant work environment.

The offices are easily accessible by stairs and elevators located in the first-floor lobby.

Before the facility opened, motorists had to travel 20 miles away to the Salem Agency or 15 miles away to the Vineland Agency.

"Eliminating this travel time greatly adds to the convenience we are offering customers who now can take advantage of the accessibility of the Bridgeton Agency," Director Skip Lee said.

"Such an enterprise creates the classic "win-win" situation by our active participation in the business community's efforts towards it's downtown revitalization plan," he added.



Floor plan of the Bridgeton Motor Vehicle Agency.

More locations receive TAG in pilot program

Five offices of AAA Auto Clubs of New Jersey will rotate TAG

There have been many positive comments coming from MVS customers who have tried out "TAG–The Motor Vehicle Self-Service Helper." The automatic teller machine (ATM) was given its first public test March 25 at the Woodbridge Center Mall in Middlesex County.

"Easy to use!"

Since then, customers have been using the machine on a trial basis, with sample registrations issued. "The reaction has been positive and very encouraging," Director Skip Lee said.

On March 27, Quaker Bridge Mall in Lawrenceville became the second location for the machine. Monmouth Mall in Eatontown got TAG on April 13 and Willowbrook Mall in Wayne was the fourth location on April 20. The public will be able to try out the ATMs at these malls until June 26.

"An excellent idea!"

In addition, AAA Auto Clubs of New Jersey has an ATM that will rotate throughout their offices in Wayne, Florham Park, Robbinsville, Cherry Hill, and Phillipsburg.

MVS has a total of 10 machines, four with kiosks. Three ATMs will be made available at the Deptford, Trenton and Wayne Regional Service Centers; four kiosks will be at the above shopping centers; two machines will be "floaters," used at different locations, and one machine will be used at AAA Auto Clubs of New Jersey locations in April, May and June.

"Very positive, great!"

About 150 MVS volunteers from throughout the division, particularly Information and Systems Management, Driver Control, Customer Services and the Office of the Chief of Staff underwent half-day training sessions before venturing out to meet the public.

The training consisted of systems instructions given by Linda Liedtka from Systems Management, and customer service training conducted by Rudene Vaught and Cora Sue Santopietro from the Department of Personnel Human Resource Development Institute.

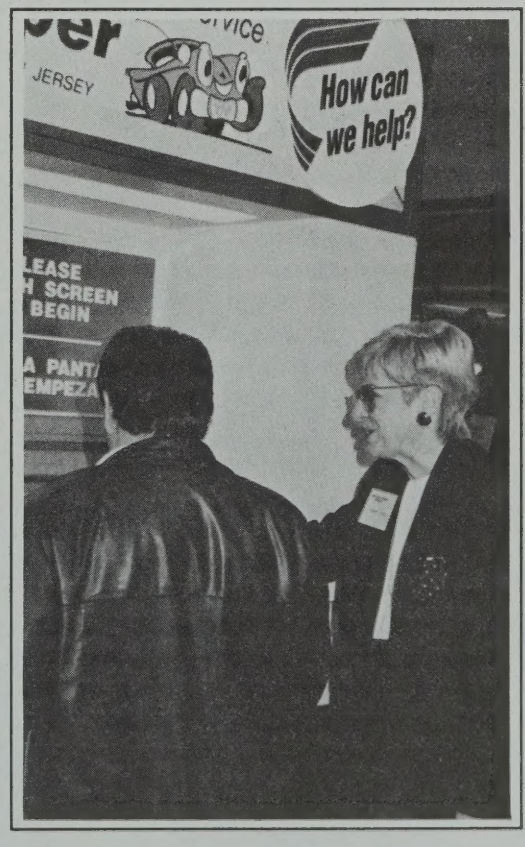
Motor Vehicle Service employees are available during peak periods to demonstrate the use of the ATM and answer motorists' questions.

All in all, the MVS volunteers staffing the ATMs have reported that the public response has been enthusiastic about the possibility of TAG going "on-line" in the near future. Another benefit of having the machines staffed by well-trained employees is the public and MVS have a good opportunity to interact one on one -- another "win-win" situation.

"It's been just wonderful!"

After June 26, a decision based on public opinion will be made to "go live" with the machines and permit the public to get actual registrations.

If initial reactions are anything to go by, TAG should be on line this fall, giving motorists wanting registrations more convenient locations while saving time and shortening lines for everyone.



Georgette Jensen, of the Planning Office, explains TAG to a customer at the Woodbridge Center Mall in Middlesex County, where the public got to use the machine for the first time.

Helpful information for MVS employees

Interested in a pension loan? For information on loans and withdrawals from the pension systems, call the Division of Pensions at (609) 777-1777. This automated service is provided 24 hours a day for your convenience.

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Do you have temporary (provisional or probationary) service that you wish to purchase pension credit for? If interested, call the Division of Pensions purchase information hotline at (609) 777-1928.

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All eligible employees currently receiving pension benefits from other states hired prior to September 10, 1991, have the option to enroll as members of the New Jersey retirement system. The option to enroll will remain in effect for as long as the employee remains employed with the Division.

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All employees should have received their PERS Personal Benefits Statement provided by the Division of Pensions. If not, please contact Personnel Management at (609) 292-4830 by June 1. Please note – if the birth date box or veteran status box (if applicable) is not checked, the Division of Pensions does not have a record of proof of this information that must be provided to them when retiring or claiming veteran pension benefits.

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The Aquarium at Camden is now open! Employee Services has Aquarium Membership Applications for Charter Membership and General Admission at discounted prices. Call Chris Appleby at (609) 292-6161 for information and applications.

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Attention All Veterans

Previously established dates allowing entitlement for Veterans Preference have been changed and new dates have been added to include greater eligibility for employees. Those veterans affected by the new changes include those who served in World War II, The Korean Conflict, The Vietnam Conflict, Lebanon, Grenada, Panama and the Persian Gulf. Specific eligibility requirements have been posted on all promotional bulletin boards. Employees becoming eligible as a result of these changes are to call Jeanne McIlhenney of Personnel Management at (609) 292-8019.

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MAILBAG

Impressive . . .

On April 23, 1992 at the Lodi Driver Testing Center, Mr. John Williams, Driver Licensing Examiner, checked the credentials of my applicant and the vehicle in a very courteous manner. It was impressive enough to cause me to write this letter. He continued to conduct the examination in a way that prompted the applicant to remark, "I appreciate your calm and pleasant attitude during the test."

James V. Cerullo, Instructor
North Bergen

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Commitment . . .

Recently, the Delanco Township Street and Road Department has had the task of completing the Commercial Driver License examination at the Cherry Hill Testing Site.

One of our employees, who unfortunately is illiterate, had never taken an examination of that magnitude. With the help of one of your employees, John Harris, that senior employee has completed (with much jubilation) a test which this department thought would be nearly impossible.

We, at this time, would like to thank Mr. Harris and the organization for its commitment, interest and attitude towards another public employee in the field of service.

John Fenimore and Edward Horn
Delanco Public Works Department

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TALE LITE

Jim Florio, Governor
Robert J. Del Tufo, Attorney General
Skip Lee, Director, Motor Vehicle Services

TALE LITE Staff: Letitia Cackowsky, Toni Haney, Edyth Hetman, Debbi Hutton, George Robinson, Maureen Sczpanski and Katherine Ziolkowski. Printed at the Motor Vehicle Services Print Shop.

Employees are invited to share their stories, opinions and ideas by calling 609-292-6908, by mailing them to the Communications Office, CN 164, Trenton, NJ 08666, or by coming in person to the 6th floor, 25 S. Montgomery St.